

IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE

In the application of : **McCORMACK, Tony et al.**
Serial No. : **10/645,438**
Filed : **August 21, 2003**
For : **Management of queues in contact centres**
Examiner : **Chea, Philip J.**
Art Unit : **2153**
Confirmation No. : **7992**
Attorney Docket No. : **920673-94702**

RESPONSE TO OFFICE ACTION OF OCTOBER 9, 2007

Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of October 9, 2007, the Applicants make the following amendments and remarks: